

AMENDMENTS TO THE SPECIFICATION

On page 12, paragraph [0029], please replace the original paragraph with the following amended paragraph:

REPLACEMENT PARAGRAPH

[0029] After the call center employee identifies the customer's device, the call center employee may invoke an OSD emulation system such as the OSD emulation system 50 (FIG. 2), as shown at block 206. The OSD emulation system may provide the call center employee with an OSD emulation such as the OSD emulation 101 (FIG. 3) for the selected device. At block 208, [[T]]the call center employee may then employ the OSD emulation to instruct the customer based on the emulation data stored in a device information file. At block 210, the process ends.